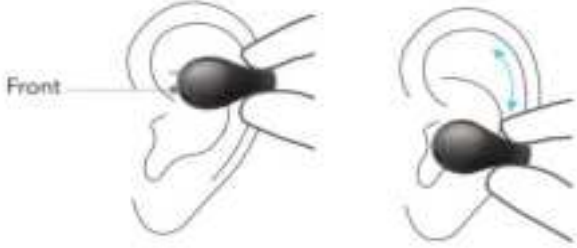


soundcore C40i_Troubleshooting Guide

Module	Questions	Answers
Wearing Guide	How do I wear soundcore C40i?	Find the Audio Output: Identify the speaker of the earbuds, which is the part that emits sound. Make sure it's pointed towards your ear canal. Correct Orientation: Wear the earbuds with the audio output directed towards your ear canal. Reversing the front and back can impact sound quality and your overall listening experience. Correct Wearing Angle: Slide the earbuds along your ear's outer edge to find the most comfortable fit. Play audio and adjust them as needed for the best sound quality. 
	How do I select ear grips for soundcore C40i?	soundcore C40i earbuds include two ear grip sizes: M and L. Choose the size that best fits your ear shape. The thickness of the ear grips is as follows: M: 0.7 mm L: 1 mm
	How do I install ear grips on soundcore C40i?	Proper Installation As shown in the image below, the ear grips should be inserted into the rear end of the earbuds. Ensure the side offering a larger coverage faces the inner side of the earbuds. 
		Incorrect Installation The image below illustrates the correct and incorrect installations. Ensure the ear grips are properly aligned and inserted to avoid discomfort and ensure optimal performance.

		
	How do I fix a loose fit with soundcore C40i?	1. Choose the Right Size: Select the ear grip size (M or L) that best fits your ears to ensure a secure fit during use. 2. Attach the Ear Grips: Properly secure the chosen ear grips to the earbuds before wearing them.
	What should I do if I experience discomfort with soundcore C40i?	1. Try a Different Ear Grip Size: Experiment with M and L ear grips to see which size offers the most comfortable fit. 2. Adjust Wearing Angle: Modify the angle at which you wear the earbuds; even a slight change can significantly enhance comfort.
Volume Related	What should I do if the bass does not meet my expectations?	1. Experiment with different genres of music to see if the situation improves. 2. If the bass still doesn't meet your expectations, enhance it by going to Sound Effects and selecting Bass in the soundcore app. You can also customize the low-frequency sound effects in Sound Effects > Custom EQ.
	What should I do if I find that the volume of my soundcore C40i cannot be synchronized with the connected device?	1. Volume Sync Issue (Android Phones) - Open your phone's settings. - Go to Bluetooth. - Locate your connected Bluetooth earbuds. - Enable the "Media Volume Sync" option. 2. Volume Sync Issue (iOS Phones) - Disable the "Reduce Loud Audio" feature as it limits the maximum volume of the earbuds. 3. Desktop Computer or Laptop Compatibility - Ensure the volume is set to maximum on both the computer and the earbuds.

	What should I do if I find that the volume of my soundcore C40i is too low?	1. Adjust Wearing Angle: Position the speaker close to your ear canal by moving the earbuds toward your earlobe. If it's too far from the ear canal, it may impact sound quality. 2. Left and Right Ear Placement: Ensure that the left and right earbuds are worn in their designated ears. 3. Front and Back Placement: Ensure that the front and back of the earbuds are correctly oriented. 4. Test It in Different Environments: Sound quality can vary based on your surroundings, so try using it in different environments to see if the situation improves. 5. Check for Blocked Speaker: Ensure that the speaker is not obstructed by debris. If it is, clean the earbuds before use.
Sound Related	What should I do if I experience unclear or interrupted calls when using soundcore C40i?	1. Using the earbuds for gaming and calls at the same time can affect call quality. We recommend avoiding this scenario. 2. Some phones with high output power may experience voice distortion or excessive noise during calls if the earbuds' volume is set too high. Please lower the volume to an appropriate level. 3. Switch to a different network or environment to see if the situation improves as call quality can be affected by low network speeds or excessive environmental interference. 4. Outdated versions of your earbuds' firmware, call software, and device operating system can affect call quality. Please update them to the latest version.
	How do I use the Sound Effects feature to improve the sound quality of C40i?	1. The soundcore app provides four preset sound effects for C40i: soundcore Signature, Bass, Volume Booster, and 3D Surround Sound, as well as a custom EQ function. It is recommended that you test each of the preset EQs one by one to see which one meets your listening needs. 2. If none of the preset EQs can satisfy your experience, please try the custom EQ, where you can customize the low, mid, and high frequencies within a limited range. The screenshot below shows how to use Custom EQ. 

	What should I do if I find the sound quality of soundcore C40i does not meet my expectations?	1. Adjust the sound effects in the soundcore app to improve sound quality. 2. When the earbuds are connected to a phone, playing music during a call may lead to a decline in sound quality. Audio transmitted via the Hands-Free Profile (HFP) can result in reduced music quality. 3. If the earbuds are connected to a macOS computer and you access the system's input settings page, the earbuds will enter call mode, resulting in reduced music quality. Please close this settings page. If you are using a Windows computer, ensure that the sound output is set to "soundcore C40i." 4. Verify if the song being played has quality issues. For the best experience, try using original versions of songs. 5. When watching videos, check if the video itself has sound quality issues. Try switching to a different video source.
	What should I do if I experience unbalanced sound when using soundcore C40i?	1. Ensure the earbuds are worn in the correct orientation. 2. Adjust the position of the earbuds in your ears. If the speakers of the left and right earbuds do not align with your ear canals, you may notice differences in volume and sound quality between the two sides. 3. Reset the earbuds. To do so, return them to the charging case and leave the case open. Then, press the button on the case for at least 5 seconds until the LED turns red. The LED will then flash red three times before switching to a rapid white flash, indicating a successful reset.
	Operations How do I connect soundcore C40i Bluetooth earbuds?	1. First Setup: - Remove the protective film from the charging case and power on the earbuds. They will automatically enter pairing mode. - On your phone, computer, or other Bluetooth devices, search for soundcore C40i in the Bluetooth settings. - Select soundcore C40i from the list of Bluetooth devices to connect it to your device. 2. Reconnection: - When the earbuds are powered on again, they will automatically reconnect to the last paired device. - Ensure that the Bluetooth on your device is turned on for a smooth connection.

	How do I enable Dual Connections on soundcore C40i?	1. Enable Dual Connections with the Earbuds (Case-Free) If your earbuds are already connected to one device, you can manually enable Dual Connections to connect a second device by following these steps: - Activate Dual Connections: Press the buttons on both the left (L) and right (R) earbuds simultaneously for 3 seconds. - Search and Connect: Search for soundcore C40i in your second device's Bluetooth list to connect. 2. Enable Dual Connections in the soundcore App - Connect to the App: Launch the soundcore app on your phone and connect with soundcore C40i. - Access Settings: Go to soundcore C40i > Dual Connections. - Enable or Disable Dual Connections: Toggle the switch to turn it on or off.
	What are the two types of Dual Connections?	Type 1 (for other earbuds): With both your phone and computer connected to the earbuds, the earbuds will play audio from whichever device starts playback first without letting the second device cut in. For example, if your computer starts playing music first, the earbuds will continue to play from the computer even if your phone starts playing audio later. Type 2 (for soundcore C40i): With both your phone and computer connected to the earbuds, the earbuds will play audio from the device that starts playback last. For example, if your computer starts playing music first and then your phone starts playing audio, the earbuds will switch to the phone and pause the computer's audio. Note: Due to compatibility issues, notification sounds may be mistaken as audio and can override the playback.
	How do I reset soundcore C40i?	Return the earbuds to the charging case and leave the case open. Then, press the button on the case for at least 5 seconds until the LED turns red. The LED will then flash red three times before switching to a rapid white flash, indicating a successful reset.

Bluetooth Connection Related	What should I do if I experience Bluetooth disconnections or sound interruptions when using soundcore C40i?	1. Reduce the connection distance and avoid walls between the earbuds and the device. 2. Switch to a different network or environment to see if the situation improves as call quality can be affected by low network speeds or excessive environmental interference. 3. Outdated versions of your earbuds' firmware and device operating system can affect call quality. Please update them to the latest version. 4. In busy areas, such as high-speed train stations, signal interference, and frequency band congestion may cause stuttering or disconnections, which is common. 5. Reset the earbuds. To do so, return them to the charging case and leave the case open. Then, press the button on the case for at least 5 seconds until the LED turns red. The LED will then flash red three times before switching to a rapid white flash, indicating a successful reset.
	What should I do if my soundcore C40i stay connected after being placed in the case?	1. Inspect the charging pins in the case to see if they are recessed. If so, apply a small amount of alcohol and gently poke the pins with a toothpick or tweezers. Once the pins pop out, immediately and thoroughly wipe the area dry. 2. Ensure there is no dirt on the earbuds' pins or the surface of the charging case. If it's dirty, clean the area using alcohol and a cotton swab. 3. Confirm that the ear grips are correctly installed.
Multipoint Related	Why can't I enable Dual Connections while on a call?	The earbuds cannot enter pairing mode during an incoming call or while you're on a call. Please try again after the call ends.
	Why do I experience no sound when switching between devices with Dual Connections?	When you pause music on your phone and immediately play audio on your computer, you may notice a period of silence. This occurs because the earbuds need some time to disconnect the A2DP channel from the phone and establish it with the computer. Similarly, if you pause music on your computer and quickly switch back to your smartphone, a short delay may occur. This transition typically takes about 3 to 5 seconds, depending on the devices. To ensure a smooth switch, it's best to wait a few seconds after pausing music on one device before playing audio on the other.
	Why doesn't audio automatically switch between	When you pause audio on one device and switch to the other, you will need to manually play the audio. This manual action ensures you maintain full control over your audio sources and helps prevent any confusion or disruption that may arise from automatic switching.

	devices?	
Call issues	What if the sound does not come out of the earbuds after I answer a call on my iPhone?	If you answer the call using the earbud button, your iPhone will automatically set the earbuds as the audio output device. If you answer the call on your phone, the device will use the phone speaker by default. To ensure your iPhone always uses your earbuds for calls, adjust the settings as follows: On your iPhone, go to Settings > Accessibility > Touch > Call Audio Routing, and select Bluetooth Headset.
	What should I do if the other party cannot hear me clearly during a call?	1. Ensure that the left and right earbuds are worn in their designated ears. 2. Adjust the wearing angle. Position the speaker close to your ear canal by moving the earbuds toward your earlobe. If it's too far from the ear canal, it may impact sound quality. 3. Ensure no foreign objects obstruct the microphone.
		1. Check the Microphone Status: Ensure that the microphone of your soundcore C40i is not muted. Make sure that the call software is not muted either. 2. Check the Input Settings of the Call Software: Use the input call detection feature in the software to verify that the settings are correct and that the device or call software can access the earbud microphone properly. Restart the call if needed.
	What should I do if the other party cannot hear me during a call?	3. For Windows Users (Win 10): - In Settings, search for "Turn on or off mono audio." - Go to Change Other Sound Settings > Playback. - Disable Stereo mode and enable Hands-Free mode for optimal audio performance. Explanation of Modes: Stereo Mode: In this mode, the device typically does not support microphone usage. It provides better sound quality because it supports high-quality stereo transmission. Hands-Free Mode: In this mode, the device supports microphone usage, allowing users to make voice calls and play audio simultaneously. However, the sound quality is generally lower.

Battery Related	Why does the actual battery life differ from the advertised one?	The advertised battery life is derived from tests conducted in a controlled laboratory environment. During these tests, the device is set to 50% volume and uses the soundcore's signature sound effect. The device then continuously plays a specified set of music tracks. By standardizing these conditions, we can ensure that the battery life measurement is consistent and reliable. However, please note that actual battery life may vary due to factors such as volume levels, audio content, and usage patterns.
	How can I maintain battery health and longevity?	Over time, the battery health of electronic devices declines, leading to shorter battery life. To slow the decline, avoid letting the battery level drop to 20% or lower before recharging. Frequent depletion to such low levels can strain the battery and accelerate wear. Instead, recharge when the battery is moderately low. Additionally, avoid completely discharging the battery until the device shuts down. This deep discharge can harm the battery's longevity. For devices like wireless earbuds and their charging cases, we recommend charging them at least once a month, even if not in regular use. This helps prevent over-discharge which can significantly impair battery performance and lifespan.
	Why does my soundcore C40i's battery life differ from the advertised claims?	1. One of the most significant factors affecting battery life is the volume level. Higher volumes lead to increased power consumption. 2. The type of audio you play also plays a crucial role. Different music genres and content affect battery life differently. For instance, soundtracks with heavy bass and intricate soundscapes require more power for accurate playback.
Charging Related	What should I do if my soundcore C40i won't charge?	1. Check for Debris: Ensure that the case's charging port and the charging cable's terminals are clean and free of any debris. Dirt or foreign particles can obstruct the connection and prevent charging. 2. Try a Different Charging Cable: If cleaning doesn't help, try a different charging cable. We recommend using the original cable that came with the product. If you are in fact using the original cable when the issue occurs, try a third-party cable. 3. Verify Charging Head Output: Sometimes, the charging adapter may not provide sufficient current. Check the output current of your charging adapter and make sure it matches or exceeds the input current specified on the charging case (5V/0.5A). 4. Inspect Charging Case Pins: Examine the pins inside the charging case. If you notice any debris or dirt, clean it promptly. 5. Check for Pin Misalignment: Ensure that the pins in the charging case are not recessed or misaligned. If the pins are recessed, apply a small amount of alcohol and gently poke the pins with a toothpick

		or tweezers. Once the pins pop out, wipe the area dry and the earbuds should function normally. 6. Clean Earbud Pins: Inspect the pins on the earbuds. If they appear dirty, clean them with alcohol to remove any grime or residue.
App Related	What should I do if I cannot enter the soundcore app?	1. When the earbuds are connected to two devices, you can only access the soundcore app on one of them. Please check if the app is open on both devices. If so, fully close it on one of the devices and try again. 2. If you're using an iOS phone, please check if you're attempting to open the app during a call. The app cannot be entered during a call, so please try again after the call has ended.
	What should I do if I cannot find "soundcore C40i" in the soundcore app?	Download the soundcore app from Google Play Store (Android) or App Store (iOS), enter the app, click on "Add Devices" on the main page, click on the earbud icon, and finally, click on "soundcore C40i" to connect.
Waterproof Related	What is the waterproof rating of soundcore C40i?	1. soundcore C40i has an IPX4 water resistance rating, meaning it can withstand light sweat and slight rain, making it suitable for exercise. However, IPX4 does not protect against submersion in water. Higher ratings like IPX7 or IPX8 are needed for such protection. To prevent damage, avoid activities that cause excessive sweating while using the earbuds. 2. After exercise, if moisture or sweat is present on the earbuds, clean them before returning them to the charging case.
Specifications	Bluetooth Version	5.4
	Bluetooth Codecs	SBC, AAC

	What's the difference between soundcore C40i and C30i?	There are some differences between soundcore C40i and C30i, with soundcore C40i offering several enhancements: 1. Clearer, more detailed sound quality. 2. Enhanced exterior design for a more refined and durable build. 3. Improved chip and higher Bluetooth version for more stable and smooth performance. 4. Longer battery life. 5. Upgraded app with more built-in customization options. 6. More flexible design for increased comfort.
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